

# **2001 M.C. Customer Satisfaction Survey**

## **Table of Contents**

Click on the highlighted section to "jump" directly there

<a href="#">General government results</a>	Pages 2-3
<a href="#">County Internet use and public hearing/forums</a>	Page 4
Responses regarding <a href="#">Planning and Development Services</a>	Page 5
Responses regarding the <a href="#">Department of Transportation Services</a>	Page 6
Responses regarding the <a href="#">Flood Control District Services</a>	Page 7
Responses regarding the <a href="#">Library District Services</a>	Page 8
Responses regarding <a href="#">Parks and Recreation Services</a>	Page 9
Responses regarding the <a href="#">Stadium District Services</a>	Page 10
Responses regarding <a href="#">Environmental Services</a>	Page 11
Responses regarding <a href="#">Head Start and Work Force Development Services</a>	Page 12
Responses regarding <a href="#">Public Health Services</a>	Page 13
Responses regarding <a href="#">Animal Care and Control Services</a>	Page 14
Responses regarding <a href="#">Medical Center and Family Health Care Services</a>	Pages 15-16
Responses regarding the <a href="#">Medical Examiner's Office Services</a>	Page 17
Responses regarding the <a href="#">Justice of the Peace Courts Services</a>	Page 18
Responses regarding the <a href="#">Superior Court of Arizona, in Maricopa County, Services</a>	Page 19
Responses regarding the <a href="#">Clerk of Superior Court Services</a>	Page 20
Responses regarding the <a href="#">Juvenile Detention System Services</a>	Page 21
Responses regarding the <a href="#">Sheriff's Office Services</a>	Page 22
Responses regarding the <a href="#">County Attorney's Office Services</a>	Page 23
Responses regarding the <a href="#">Office of the Public Defender Services</a>	Page 24
Responses regarding the <a href="#">Adult Probation Department Services</a>	Page 25
Responses regarding the <a href="#">Assessor's Office Services</a>	Page 26
Responses regarding the <a href="#">County Recorder and Election Services</a>	Page 27
Responses regarding the <a href="#">County Treasurer's Office Services</a>	Page 28
Responses regarding the <a href="#">County Superintendent of Schools Services</a>	Page 29

## Maricopa County Customer Satisfaction Survey - 2001

1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

---

VERY SATISFIED	35%
SATISFIED	54%
DISSATISFIED	8%
VERY DISSATISFIED	2%
D.K. / REF.	1%

---

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

---

VERY SATISFIED	13%
SATISFIED	68%
DISSATISFIED	8%
VERY DISSATISFIED	2%
D.K. / REF.	8%

---

3. How satisfied are you with Maricopa County government?

---

VERY SATISFIED	9%
SATISFIED	68%
DISSATISFIED	8%
VERY DISSATISFIED	2%
D.K. / REF.	14%

---

4. How satisfied are you with the Arizona State Government?

---

VERY SATISFIED	7%
SATISFIED	65%
DISSATISFIED	17%
VERY DISSATISFIED	4%
D.K. / REF.	8%

---

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

---

VERY SATISFIED	13%
SATISFIED	35%
DISSATISFIED	18%
VERY DISSATISFIED	5%
D.K. / REF.	30%

---

11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

---

ERY MUCH	4%
MUCH	11%
SOME	47%
ALMOST NOTHING	36%
D.K. / REF.	2%

---

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

---

VERY CONFIDENT	6%
CONFIDENT	64%
NOT VERY CONFIDENT	16%
NOT AT ALL CONFIDENT	2%
D.K. / REF.	12%

---

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

---

VERY SATISFIED	6%
SATISFIED	57%
DISSATISFIED	21%
VERY DISSATISFIED	4%
D.K. / REF.	12%

---

## Maricopa County Customer Satisfaction Survey - 2001

14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?
- |              |     |
|--------------|-----|
| A GREAT DEAL | 11% |
| SOME         | 61% |
| NOT MUCH     | 17% |
| NONE AT ALL  | 5%  |
| D.K. / REF.  | 6%  |
15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?
- |             |     |
|-------------|-----|
| EXCELLENT   | 7%  |
| GOOD        | 49% |
| FAIR        | 31% |
| POOR        | 5%  |
| VERY POOR   | 1%  |
| D.K. / REF. | 6%  |
16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?
- |             |     |
|-------------|-----|
| EXCELLENT   | 6%  |
| GOOD        | 34% |
| FAIR        | 30% |
| POOR        | 17% |
| VERY POOR   | 6%  |
| D.K. / REF. | 7%  |
17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?
- |             |     |
|-------------|-----|
| EXCELLENT   | 5%  |
| GOOD        | 36% |
| FAIR        | 30% |
| POOR        | 8%  |
| VERY POOR   | 3%  |
| D.K. / REF. | 19% |
18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues? (Issues that affect all or most of the cities and towns in the county?)
- |                       |     |
|-----------------------|-----|
| BIGGER ROLE           | 38% |
| REMAIN ABOUT THE SAME | 36% |
| SMALLER ROLE          | 11% |
| D.K. / REF.           | 16% |

## Maricopa County Customer Satisfaction Survey - 2001

31. Do you have access to the Internet from your home?

NO	41%
YES	59%
D.K. / REF.	1%

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business?

NO	24%
YES	17%
INTERNET AT HOME	59%
D.K. / REF.	0%

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never?

ALMOST DAILY	31%
1-2 WEEK	23%
1-2 MONTH	10%
LESS THAN MONTHLY	3%
ALMOST NEVER	8%
NO INTERNET ACCESS	24%
D.K. / REF.	1%

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions?

ALMOST DAILY	20%
1-2 WEEK	14%
1-2 MONTH	10%
LESS THAN MONTHLY	4%
ALMOST NEVER	26%
NO INTERNET ACCESS	24%
D.K. / REF.	1%

35. Have you ever accessed Maricopa County government's web site, [www.maricopa.gov](http://www.maricopa.gov)? (How many times?)

NO	50%
ONCE	6%
2 OR 3 TIMES	8%
4 OR 5 TIMES	2%
MORE THAN 5 TIMES	8%
NO INTERNET ACCESS	24%
D.K. / REF.	2%

41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	89%
ONCE	5%
2 OR 3 TIMES	4%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	1%
D.K./ REF.	0%

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?

TAXES / BUDGET	8%
TRANSPORTATION	16%
FLOOD CONTROL	1%
PLANNING / ZONING	38%
STADIUM	1%
PARKS / RECREATION	3%
JAIL CONSTRUCTION	1%
OTHER	25%
D.K. / REF.	7%

43. Overall, how would you rate the meeting(s) you attended? Would you say excellent, good, fair, poor or very poor?

EXCELLENT	13%
GOOD	46%
FAIR	27%
POOR	5%
VERY POOR	8%
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

101. Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of Planning & Development (Would you say very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	6%
SATISFIED	55%
DISSATISFIED	17%
VERY DISSATISFIED	4%
D.K. / REF.	19%

201. In the last year have you called or visited Maricopa County Planning and Development, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	93%
CALLED ONLY	3%
VISITED ONLY	2%
CALLED & VISITED	2%
DK / REF	0%

- 201a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **50** RESPONDENTS WHO VISITED)

5 MILES OR LESS	30%
6 TO 10 MILES	20%
11 TO 15 MILES	14%
16 MILES OR MORE	36%

- 201b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **82** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	18%
SATISFIED	56%
DISSATISFIED	22%
VERY DISSATISFIED	4%

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	56%
DISSATISFIED	7%
VERY DISSATISFIED	5%
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

102. How satisfied or dissatisfied are you that the streets and roads that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

VERY SATISFIED	8%
SATISFIED	63%
DISSATISFIED	18%
VERY DISSATISFIED	4%
D.K. / REF.	7%

202. Have you called or visited the Maricopa County Department of Transportation? (In the last year?)

NO	79%
CALLED ONLY	7%
VISITED ONLY	8%
CALLED & VISITED	5%
DK / REF	0%

- 202a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **156** RESPONDENTS WHO VISITED)

5 MILES OR LESS	48%
6 TO 10 MILES	30%
11 TO 15 MILES	10%
16 MILES OR MORE	11%
D.K. / REF.	1%

- 202b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **247** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	29%
SATISFIED	60%
DISSATISFIED	9%
VERY DISSATISFIED	1%
D.K. / REF.	1%

- 202c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	35%
SATISFIED	55%
DISSATISFIED	5%
VERY DISSATISFIED	2%
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2001

103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety during major flooding?

VERY SATISFIED	10%
SATISFIED	62%
DISSATISFIED	7%
VERY DISSATISFIED	2%
D.K. / REF.	20%

202. The Maricopa County Flood Control District?

NO	96%
CALLED ONLY	2%
VISITED ONLY	0%
CALLED & VISITED	1%
DK /REF	1%

203a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **14** RESPONDENTS WHO VISITED)

5 MILES OR LESS	36%
6 TO 10 MILES	14%
11 TO 15 MILES	14%
16 MILES OR MORE	36%

203b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **37** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	16%
SATISFIED	68%
DISSATISFIED	14%
VERY DISSATISFIED	3%

203c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	22%
SATISFIED	70%
DISSATISFIED	5%
VERY DISSATISFIED	3%

## Maricopa County Customer Satisfaction Survey - 2001

104. How satisfied or dissatisfied are you with the Maricopa County Library System?

VERY SATISFIED	27%
SATISFIED	47%
DISSATISFIED	3%
VERY DISSATISFIED	0%
D.K. / REF.	23%

204. Have you visited, or called, a Maricopa County Library in the last year? (No. Central Regional on 32<sup>nd</sup> & Bell, SoEast Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, Guadalupe, Laveen, El Mirage, Surprise, Gila Bend, Aguila)

NO	55%
CALLED ONLY	1%
VISITED ONLY	33%
CALLED & VISITED	11%
DK /REF	0%

204a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **532** RESPONDENTS WHO VISITED)

5 MILES OR LESS	74%
6 TO 10 MILES	17%
11 TO 15 MILES	4%
16 MILES OR MORE	5%
D.K. / REF.	1%

204b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **546** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	49%
SATISFIED	48%
DISSATISFIED	1%
VERY DISSATISFIED	1%
D.K. / REF.	1%

204c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	52%
SATISFIED	46%
DISSATISFIED	1%
VERY DISSATISFIED	
D.K. / REF.	1%

307. How much do you agree that county library services are conveniently located and open to the public at times they will most likely be used?

STRONGLY AGREE	13%
AGREE	66%
DISAGREE	4%
STRONGLY DISAGREE	0%
D.K. / REF.	17%



## Maricopa County Customer Satisfaction Survey - 2001

105. What about the Maricopa County Parks and Recreation Department? (How satisfied are you with them?)

VERY SATISFIED	22%
SATISFIED	58%
DISSATISFIED	5%
VERY DISSATISFIED	0%
D.K. / REF.	14%

205. Have you gone to a Maricopa County Park or Recreation Area or have you called or visited the office in the last year?

NO	50%
CALLED ONLY	1%
VISITED ONLY	45%
CALLED & VISITED	4%
DK /REF	1%

205a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **589** RESPONDENTS WHO VISITED)

5 MILES OR LESS	47%
6 TO 10 MILES	22%
11 TO 15 MILES	10%
16 MILES OR MORE	19%
D.K. / REF.	2%

205b. How satisfied or dissatisfied were you with the park / recreation area or the service you received?  
(ASKED ONLY OF THE **600** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	40%
SATISFIED	56%
DISSATISFIED	3%
VERY DISSATISFIED	1%
D.K. / REF.	0%

205c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	27%
SATISFIED	39%
DISSATISFIED	1%
VERY DISSATISFIED	1%
D.K. / REF.	32%

## Maricopa County Customer Satisfaction Survey - 2001

106. What about Maricopa County Stadium District, the county office responsible for the public interest in the Cactus League and Bank One Ballpark? (How satisfied are you with them?)

VERY SATISFIED	13%
SATISFIED	48%
DISSATISFIED	14%
VERY DISSATISFIED	5%
D.K. / REF.	20%

206. Have you attended any baseball games or other events at the Bank One Ballpark (B.O.B.) in the last year?

NO	53%
BASEBALL ONLY	35%
OTHER EVENTS ONLY	3%
BOTH BASEBALL & OTHER	8%
DK / REF	1%

- 206a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **563** RESPONDENTS WHO VISITED)

5 MILES OR LESS	6%
6 TO 10 MILES	21%
11 TO 15 MILES	25%
16 MILES OR MORE	46%
D.K. / REF.	1%

- 206b. How satisfied or dissatisfied were you with your experience(s) at the ballpark?

VERY SATISFIED	49%
SATISFIED	46%
DISSATISFIED	4%
VERY DISSATISFIED	1%
D.K. / REF.	1%

- 206d. Did you attend any Cactus League baseball games this year?

NO	88%
YES	12%
D.K. / REF.	1%

- 206e. How far did you have to travel to get to the game(s)?  
(ASKED ONLY OF THE **142** RESPONDENTS WHO VISITED)

5 MILES OR LESS	38%
6 TO 10 MILES	30%
11 TO 15 MILES	10%
16 MILES OR MORE	21%
D.K. / REF.	1%

- 206f. How satisfied or dissatisfied were you with your experiences at the ballpark?

VERY SATISFIED	59%
SATISFIED	40%
DISSATISFIED	
VERY DISSATISFIED	
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

107. How satisfied or dissatisfied are you with the attention given by the county to environmental concerns, such as air and water pollution and waste disposal?

VERY SATISFIED	9%
SATISFIED	55%
DISSATISFIED	22%
VERY DISSATISFIED	4%
D.K. / REF.	10%

207. Have you called or visited Environmental Services, the office that monitors air and water pollution, issues food handler permits and inspects restaurants?

NO	93%
CALLED ONLY	4%
VISITED ONLY	2%
CALLED & VISITED	1%
DK /REF	0%

- 207a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **33** RESPONDENTS WHO VISITED)

5 MILES OR LESS	39%
6 TO 10 MILES	33%
11 TO 15 MILES	15%
16 MILES OR MORE	6%
D.K. / REF.	6%

- 207b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **76** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	30%
SATISFIED	39%
DISSATISFIED	24%
VERY DISSATISFIED	4%
D.K. / REF.	3%

- 207c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	38%
SATISFIED	45%
DISSATISFIED	12%
VERY DISSATISFIED	4%
D.K. / REF.	1%

301. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety?

STRONGLY AGREE	14%
AGREE	60%
DISAGREE	15%
STRONGLY DISAGREE	3%
D.K. / REF.	8%

302. How much do you agree or disagree that the county is doing a good job monitoring air and water quality?

STRONGLY AGREE	9%
AGREE	60%
DISAGREE	19%
STRONGLY DISAGREE	2%
D.K. / REF.	10%

303. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

STRONGLY AGREE	9%
AGREE	56%
DISAGREE	25%
STRONGLY DISAGREE	3%
D.K. / REF.	8%

## Maricopa County Customer Satisfaction Survey - 2001

108. How satisfied or dissatisfied are you with the human services provided by the county such as Head Start and Employment Services?

VERY SATISFIED	7%
SATISFIED	45%
DISSATISFIED	9%
VERY DISSATISFIED	2%
D.K. / REF.	37%

208. Have you called or visited a county Human Services office such as Head Start or Work Force Development?

NO	94%
CALLED ONLY	2%
VISITED ONLY	2%
CALLED & VISITED	1%
DK /REF	0%

- 208a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **37** RESPONDENTS WHO VISITED)

5 MILES OR LESS	46%
6 TO 10 MILES	30%
11 TO 15 MILES	11%
16 MILES OR MORE	11%
D.K. / REF.	3%

- 208b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **64** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	25%
SATISFIED	58%
DISSATISFIED	16%
VERY DISSATISFIED	2%

- 208c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	59%
DISSATISFIED	11%
VERY DISSATISFIED	
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2001

109. The Public Health Services provided by the county, such as disease control and immunizations?

VERY SATISFIED	11%
SATISFIED	55%
DISSATISFIED	7%
VERY DISSATISFIED	1%
D.K. / REF.	26%

209. What about the Public Health Department. Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site?

NO	89%
CALLED ONLY	3%
VISITED ONLY	6%
CALLED & VISITED	2%
DK /REF	0%

209a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **96** RESPONDENTS WHO VISITED)

5 MILES OR LESS	40%
6 TO 10 MILES	27%
11 TO 15 MILES	13%
16 MILES OR MORE	21%

209b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **135** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	31%
SATISFIED	55%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	1%

209c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	50%
DISSATISFIED	10%
VERY DISSATISFIED	3%
D.K. / REF.	1%

304. (How much do you agree or disagree) that the public is adequately informed about communicable diseases?

STRONGLY AGREE	6%
AGREE	57%
DISAGREE	21%
STRONGLY DISAGREE	2%
D.K. / REF.	14%

305. That immunizations are available to all county residents especially children? (How much do you agree or disagree?)

STRONGLY AGREE	12%
AGREE	65%
DISAGREE	7%
STRONGLY DISAGREE	1%
D.K. / REF.	14%

306. That WIC nutrition services are available to all women with small children who are in need?

STRONGLY AGREE	9%
AGREE	53%
DISAGREE	8%
STRONGLY DISAGREE	1%
D.K. / REF.	28%

## Maricopa County Customer Satisfaction Survey - 2001

110. The control of the stray animal population in Maricopa County?

VERY SATISFIED	12%
SATISFIED	60%
DISSATISFIED	13%
VERY DISSATISFIED	3%
D.K. / REF.	13%

210. Have you called or visited a county Animal Control facility in the last year? (Have you licensed or adopted a pet, picked up or dropped off a pet, or looked for a lost animal at one of the shelters or the adoption center?)

NO	80%
CALLED ONLY	6%
VISITED ONLY	9%
CALLED & VISITED	5%
DK / REF	0%

210a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **165** RESPONDENTS WHO VISITED)

5 MILES OR LESS	23%
6 TO 10 MILES	26%
11 TO 15 MILES	19%
16 MILES OR MORE	31%
D.K. / REF.	1%

210b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **242** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	29%
SATISFIED	50%
DISSATISFIED	15%
VERY DISSATISFIED	3%
D.K. / REF.	4%

210c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	50%
DISSATISFIED	15%
VERY DISSATISFIED	3%
D.K. / REF.	4%

## Maricopa County Customer Satisfaction Survey - 2001

111. How satisfied or dissatisfied are you with the health care provided by the Maricopa Medical Center ( the County Hospital) and the Maricopa County Family Health Centers?

VERY SATISFIED	8%
SATISFIED	37%
DISSATISFIED	11%
VERY DISSATISFIED	4%
D.K. / REF.	40%

211. Have you called or visited the Maricopa Medical Center (County Hospital) in the last year?

NO	86%
CALLED ONLY	1%
VISITED ONLY	10%
CALLED & VISITED	3%
DK /REF	0%

- 211a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **157** RESPONDENTS WHO VISITED)

5 MILES OR LESS	26%
6 TO 10 MILES	20%
11 TO 15 MILES	20%
16 MILES OR MORE	31%
D.K. / REF.	2%

- 211b. How satisfied or dissatisfied were you with MMC and any service you received?  
(ASKED ONLY OF THE **165** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	23%
SATISFIED	45%
DISSATISFIED	17%
VERY DISSATISFIED	12%
D.K. / REF.	3%

- 211c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	27%
SATISFIED	46%
DISSATISFIED	16%
VERY DISSATISFIED	7%
D.K. / REF.	4%

## Maricopa County Customer Satisfaction Survey - 2001

211d. Have you called or visited a county Family Health Center in the last year?

NO	95%
CALLED ONLY	0%
VISITED ONLY	3%
CALLED & VISITED	2%
DK /REF	0%

211e. How far did you have to travel to get there?  
(ASKED ONLY OF THE 55 RESPONDENTS WHO VISITED)

5 MILES OR LESS	36%
6 TO 10 MILES	31%
11 TO 15 MILES	15%
16 MILES OR MORE	16%
D.K. / REF.	2%

211f. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE 59 RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	24%
SATISFIED	58%
DISSATISFIED	14%
VERY DISSATISFIED	2%
D.K. / REF.	3%

211g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	34%
SATISFIED	53%
DISSATISFIED	7%
VERY DISSATISFIED	3%
D.K. / REF.	3%



## Maricopa County Customer Satisfaction Survey - 2001

112. How satisfied are you with the services provided by the Office of the County Medical Examiner or Coroner?

VERY SATISFIED	4%
SATISFIED	33%
DISSATISFIED	3%
VERY DISSATISFIED	1%
D.K. / REF.	61%

212. Have you called or visited the Office of the Maricopa Medical Examiner (County Coroner)?

NO	98%
CALLED ONLY	1%
VISITED ONLY	0%
CALLED & VISITED	0%
DK / REF	0%

212a. How far did you have to travel to get there?  
(ASKED ONLY OF THE 6 RESPONDENTS WHO VISITED)

5 MILES OR LESS	17%
6 TO 10 MILES	50%
11 TO 15 MILES	33%

212b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE 23 RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	35%
SATISFIED	48%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	4%

212c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	43%
SATISFIED	39%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	4%

## Maricopa County Customer Satisfaction Survey - 2001

113. How satisfied or dissatisfied are you with the Justice of the Peace Courts in Maricopa County?

VERY SATISFIED	4%
SATISFIED	47%
DISSATISFIED	8%
VERY DISSATISFIED	3%
D.K. / REF.	38%

213. Have you called A Justice of the Peace Court?

NO	92%
CALLED ONLY	1%
VISITED ONLY	5%
CALLED & VISITED	2%
DK /REF	0%

213a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **84** RESPONDENTS WHO VISITED)

5 MILES OR LESS	36%
6 TO 10 MILES	33%
11 TO 15 MILES	19%
16 MILES OR MORE	12%

213b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **97** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	22%
SATISFIED	59%
DISSATISFIED	8%
VERY DISSATISFIED	10%
D.K. / REF.	1%

213c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	60%
DISSATISFIED	9%
VERY DISSATISFIED	7%
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

### 114. Satisfaction with Maricopa County Superior Courts?

VERY SATISFIED	6%
SATISFIED	50%
DISSATISFIED	7%
VERY DISSATISFIED	2%
D.K. / REF.	34%

### 214. Called or visited Maricopa County Superior Courts?

NO	84%
CALLED ONLY	2%
VISITED ONLY	10%
CALLED & VISITED	4%
DK / REF	0%

#### 214a. How far did you have to travel to get there? (ASKED ONLY OF THE **167** RESPONDENTS WHO VISITED)

5 MILES OR LESS	21%
6 TO 10 MILES	28%
11 TO 15 MILES	17%
16 MILES OR MORE	34%
D.K. / REF.	1%

#### 214b. How satisfied or dissatisfied were you with the service you received? (ASKED ONLY OF THE **189** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	23%
SATISFIED	53%
DISSATISFIED	19%
VERY DISSATISFIED	3%
D.K. / REF.	2%

#### 214c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	50%
DISSATISFIED	14%
VERY DISSATISFIED	5%
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2001

115. How satisfied or dissatisfied are you with the services provided by the Clerk of the Superior Courts, such as maintaining court records and the collection and distribution of child support payments?

VERY SATISFIED	6%
SATISFIED	40%
DISSATISFIED	8%
VERY DISSATISFIED	4%
D.K. / REF.	42%

215. Have you called or visited the Office of Clerk of the Superior Courts for court records or information on child support?

NO	92%
CALLED ONLY	3%
VISITED ONLY	2%
CALLED & VISITED	2%
DK /REF	0%

- 215a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **55** RESPONDENTS WHO VISITED)

5 MILES OR LESS	29%
6 TO 10 MILES	25%
11 TO 15 MILES	25%
16 MILES OR MORE	20%

- 215b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **94** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	17%
SATISFIED	48%
DISSATISFIED	23%
VERY DISSATISFIED	12%

- 215c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	51%
DISSATISFIED	16%
VERY DISSATISFIED	7%
D.K. / REF.	2%

## Maricopa County Customer Satisfaction Survey - 2001

116. Satisfaction with the Maricopa County Juvenile Detention system?

VERY SATISFIED	4%
SATISFIED	36%
DISSATISFIED	13%
VERY DISSATISFIED	3%
D.K. / REF.	44%

216. Have you called or visited a Maricopa County Juvenile Detention facility?

NO	97%
CALLED ONLY	0%
VISITED ONLY	2%
CALLED & VISITED	1%
DK /REF	0%

216a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **32** RESPONDENTS WHO VISITED)

5 MILES OR LESS	19%
6 TO 10 MILES	28%
11 TO 15 MILES	16%
16 MILES OR MORE	34%
D.K. / REF.	3%

216b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **34** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	29%
SATISFIED	59%
DISSATISFIED	6%
VERY DISSATISFIED	6%

216c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	59%
DISSATISFIED	6%
VERY DISSATISFIED	3%

## Maricopa County Customer Satisfaction Survey - 2001

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the Sheriff's Office?

VERY SATISFIED	18%
SATISFIED	49%
DISSATISFIED	14%
VERY DISSATISFIED	6%
D.K. / REF.	13%

217. What about the Sheriff's Office or a county jail?

NO	91%
CALLED ONLY	3%
VISITED ONLY	3%
CALLED & VISITED	2%
DK /REF	0%

217a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **62** RESPONDENTS WHO VISITED)

5 MILES OR LESS	18%
6 TO 10 MILES	27%
11 TO 15 MILES	13%
16 MILES OR MORE	40%
D.K. / REF.	2%

217b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **103** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	19%
SATISFIED	48%
DISSATISFIED	17%
VERY DISSATISFIED	15%
D.K. / REF.	2%

217c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	47%
DISSATISFIED	12%
VERY DISSATISFIED	13%
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

118. How satisfied or dissatisfied are you with the prosecution of criminals in Maricopa County?

VERY SATISFIED	8%
SATISFIED	53%
DISSATISFIED	18%
VERY DISSATISFIED	4%
D.K. / REF.	16%

218. The Office of the Maricopa County Attorney?

NO	96%
CALLED ONLY	2%
VISITED ONLY	1%
CALLED & VISITED	1%
DK/REF	0%

218a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **18** RESPONDENTS WHO VISITED)

5 MILES OR LESS	33%
6 TO 10 MILES	17%
11 TO 15 MILES	28%
16 MILES OR MORE	17%
D.K. / REF.	6%

218b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **46** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	28%
SATISFIED	43%
DISSATISFIED	17%
VERY DISSATISFIED	7%
D.K. / REF.	4%

218c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	63%
DISSATISFIED	9%
VERY DISSATISFIED	2%

## Maricopa County Customer Satisfaction Survey - 2001

119. What about the defense provided by the Office of the Public Defender for persons who cannot afford a lawyer?

VERY SATISFIED	4%
SATISFIED	42%
DISSATISFIED	9%
VERY DISSATISFIED	3%
D.K. / REF.	41%

219. The Office of the Public Defender?

NO	97%
CALLED ONLY	1%
VISITED ONLY	1%
CALLED & VISITED	1%
DK /REF	0%

219a. How far did you have to travel to get there?  
(ASKED ONLY OF THE 17 RESPONDENTS WHO VISITED)

5 MILES OR LESS	18%
6 TO 10 MILES	41%
11 TO 15 MILES	18%
16 MILES OR MORE	18%
D.K. / REF.	6%

219b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE 33 RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	27%
SATISFIED	52%
DISSATISFIED	12%
VERY DISSATISFIED	6%
D.K. / REF.	3%

219c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	52%
DISSATISFIED	6%
VERY DISSATISFIED	6%



## Maricopa County Customer Satisfaction Survey - 2001

119a. How satisfied are you with the supervision of offenders provided by probation officers?

VERY SATISFIED	3%
SATISFIED	37%
DISSATISFIED	14%
VERY DISSATISFIED	3%
D.K. / REF.	42%

219d. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department? (By phone or did you visit an office?)

NO	97%
CALLED ONLY	2%
VISITED ONLY	0%
CALLED & VISITED	1%
DK / REF	0%

219e. How far did you have to travel to get there?  
(ASKED ONLY OF THE **13** RESPONDENTS WHO VISITED)

5 MILES OR LESS	46%
6 TO 10 MILES	31%
11 TO 15 MILES	15%
16 MILES OR MORE	8%

219f. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **32** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	22%
SATISFIED	63%
DISSATISFIED	13%
VERY DISSATISFIED	3%

219g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	28%
SATISFIED	53%
DISSATISFIED	16%
VERY DISSATISFIED	3%

## Maricopa County Customer Satisfaction Survey - 2001

120. How satisfied are you that the values of property and homes in the County are fairly assessed for taxing purposes?

VERY SATISFIED	5%
SATISFIED	62%
DISSATISFIED	13%
VERY DISSATISFIED	2%
D.K. / REF.	17%

220. Have you called or visited the County Assessor's Office?

NO	94%
CALLED ONLY	3%
VISITED ONLY	1%
CALLED & VISITED	1%
DK /REF	0%

220a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **31** RESPONDENTS WHO VISITED)

5 MILES OR LESS	16%
6 TO 10 MILES	16%
11 TO 15 MILES	26%
16 MILES OR MORE	39%
D.K. / REF.	3%

220b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **69** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	42%
SATISFIED	45%
DISSATISFIED	7%
VERY DISSATISFIED	6%

220c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	42%
SATISFIED	52%
DISSATISFIED	1%
VERY DISSATISFIED	3%
D.K. / REF.	1%

## Maricopa County Customer Satisfaction Survey - 2001

121. What about the services provided by the County Recorder, which include conducting all elections in the county?

VERY SATISFIED	7%
SATISFIED	68%
DISSATISFIED	5%
VERY DISSATISFIED	1%
D.K. / REF.	19%

221. What about the Office of County Recorder which includes Elections, have you called or visited this office?

NO	91%
CALLED ONLY	5%
VISITED ONLY	2%
CALLED & VISITED	1%
DK /REF	0%

221a. How far did you have to travel to get there?

(ASKED ONLY OF THE **43** RESPONDENTS WHO VISITED)

5 MILES OR LESS	40%
6 TO 10 MILES	26%
11 TO 15 MILES	14%
16 MILES OR MORE	19%
D.K. / REF.	2%

221b. How satisfied or dissatisfied were you with the service you received?

(ASKED ONLY OF THE **105** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	37%
SATISFIED	53%
DISSATISFIED	10%

221c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	42%
SATISFIED	50%
DISSATISFIED	8%

## Maricopa County Customer Satisfaction Survey - 2001

122. Services provided by the County Treasurer?

VERY SATISFIED	3%
SATISFIED	56%
DISSATISFIED	3%
VERY DISSATISFIED	0%
D.K. / REF.	37%

222. What about the Office of the County Treasurer?

NO	97%
CALLED ONLY	2%
VISITED ONLY	1%
CALLED & VISITED	0%
DK /REF	0%

222a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **14** RESPONDENTS WHO VISITED)

5 MILES OR LESS	29%
6 TO 10 MILES	29%
11 TO 15 MILES	43%

222b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **34** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	35%
SATISFIED	56%
DISSATISFIED	6%
VERY DISSATISFIED	3%

222c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	44%
SATISFIED	53%
DISSATISFIED	3%

## Maricopa County Customer Satisfaction Survey - 2001

123. Services provided by the County Superintendent of Schools?

VERY SATISFIED	4%
SATISFIED	48%
DISSATISFIED	13%
VERY DISSATISFIED	3%
D.K. / REF.	32%

223. And have you called or visited the County Superintendent of Schools?

NO	96%
CALLED ONLY	2%
VISITED ONLY	0%
CALLED & VISITED	1%
DK /REF	0%

223a. How far did you have to travel to get there?  
(ASKED ONLY OF THE **16** RESPONDENTS WHO VISITED)

5 MILES OR LESS	44%
6 TO 10 MILES	38%
11 TO 15 MILES	19%

223b. How satisfied or dissatisfied were you with the service you received?  
(ASKED ONLY OF THE **40** RESPONDENTS WHO RECEIVED SERVICE)

VERY SATISFIED	25%
SATISFIED	38%
DISSATISFIED	33%
VERY DISSATISFIED	5%

223c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	20%
SATISFIED	63%
DISSATISFIED	15%
VERY DISSATISFIED	3%